

BLUEGRASS FAMILY HEALTH, INC.

Initially licensed on 12/31/06

TOLL FREE NUMBER:

1-800-787-2680

CORPORATE ADDRESS:

651 Perimeter Drive, Suite 300 - Lexington KY 40356 - (859) 269-4475

WEBSITE ADDRESS:

<http://www.bgfh.com/>

AUTHORIZED SERVICE AREA BY COUNTY

West Tennessee Area: none

Middle Tennessee Area: Cannon, Cheatham, Davidson, Dickson, Macon, Robertson
Rutherford, Smith, Sumner, Williamson and Wilson
White, Williamson, and Wilson

East Tennessee Area: Anderson, Blount, Grainger, Jefferson, Knox, Loudon,
Roane, Sevier, and Union

Please note: We do not have the authority to Approve or Disapprove Medicare Advantage Service Areas. The areas listed above are for Commercial products, not Medicare Advantage Products.

IRO APPEALS

year ending 12/31/07

Number Requested	Resolved in favor of member	Resolved in favor of HMO
0	0	0

HMO Greivance Statistics

NUMBER OF GRIEVANCES/INQUIRIES FOR 2007

of the grievances reported **50%** were resolved successfully
of the grievances reported **50%** were resolved adversely

CATEGORY	Number of Inquiries to the HMO	Number of written grievances	Number of resolved grievances	Number of adverse decisions	Number of successful resolutions
1) availability/delivery of service		2	2	1	1
2) claim payment/amount of payment		0	0	0	0
3) contract terms and conditions		0	0	0	0
4) other		0	0	0	0
TOTAL		2	2	1	1

1 YEAR MEMBER ENROLLMENT STATISTICS

Year	Individual Members	Medicare members	Group members	Number groups	TOTAL members	Average Annual
ending 12/31/2007	0	0	924	33	924	924